

**CALIFORNIA PRISON HEALTH CARE SERVICES (CDCR – Plata)
GENERAL INSTRUCTIONS/AFFIRMATION**

ASSISTANT INFORMATION SYSTEMS ANALYST

The Training and Experience (T & E) Questionnaire is the sole testing component of the Assistant Information Systems Analyst examination. The questionnaire will be rated by Subject Matter Experts using predetermined rating criteria. To obtain a position on the eligible list, a minimum score of 70% must be attained in the examination process. The instructions below should be read carefully and understood before completing this examination. Failure to do so may result in an inability to process your T & E Questionnaire and disqualification from this examination.

All applicants must complete and return the required 'application materials' to the CPHCS Selection Services Section Office by **5:00 p.m., March 6, 2009**, the final filing date. The 'application materials' consist of the following:

- State Examination Application (Form STD 678)
- General Instructions/Affirmation
- Training and Experience Questionnaire

Return completed 'application materials' to the following address:

California Prison Health Care Services
Selection Services Section
501 J Street, Suite 350
Sacramento, CA 95814

NOTE: The Examination Application (Form STD 678) and General Instructions/Affirmation must have original signatures.

I hereby certify that the information provided on this Training and Experience Questionnaire is true and correct to the best of my knowledge and contains no willful misrepresentations or falsification. I also understand that if it is later discovered that I have made any false representations, I may be removed from the examination and/or the eligible list resulting from this examination, suffer loss of State employment, and/or suffer loss of right to compete in any future State examinations.

Printed Name: _____

Signature: _____

Today's Date: _____

TRAINING AND EXPERIENCE QUESTIONNAIRE
ASSISTANT INFORMATION SYSTEMS ANALYST

As part of the examination process for the promotional Assistant Information Systems Analyst, you are required to complete and return the Training & Experience (T & E) Questionnaire and provide responses to the four (4) questions. The T & E will be rated by Subject Matter Experts (SMEs) using predetermined rating criteria. To obtain a position on the eligible list, a minimum score of 70% must be received. The instructions below should be read carefully and understood before completing this examination; failure to do so may result in an inability to process your T & E Questionnaire and disqualification from this examination.

- The T & E Questionnaire consists of four (4) questions.
- You must type your responses to these questions; however, you may use your preferred writing software program to do so.
- Your response to each question may only consist of one (1) sheet of paper. The maximum number of pages you should complete for this T & E Questionnaire is four (4) pages.
- Your typed T & E responses must be single spaced, using a 12–point Arial font, with a one (1) inch margin on the top and bottom of the page and a one (1) inch margin on the left and right of the page.
- Please use the last four digits of your social security number (SSN#) to identify your responses. Write your SSN # on the top right–hand corner of each page. You may hand write this number, however, it must be clearly legible.
- You must write the question number you are responding to in the top left hand corner of each page.
- Please keep your responses concise, but be sure to answer each question completely and accurately. Providing specific information will allow the SMEs to properly evaluate your qualifications. Omitted information cannot be considered and will not be assumed.

If you meet the minimum qualifications and are successful in this T & E Questionnaire process, you will obtain a position on the eligible list for the Assistant Information Systems Analyst. The information that you provide in this T & E Questionnaire may be verified at the time of hiring.

TRAINING AND EXPERIENCE QUESTIONNAIRE
ASSISTANT INFORMATION SYSTEMS ANALYST

Question #1. System Problems

Information Systems Analysts typically analyze and resolve information technology (IT) system problems. The following question will be used to evaluate your experience, training, and/or education analyzing and resolving system problems.

Please describe the type(s) of IT system problem(s) you have encountered.

Please provide specific details in the following area:

- The scope, cause, and the impact of the problem(s)
- Your role and responsibilities in the problem solving process (such as project manager, project or team leader, team member, user)
- The steps you took to identify and resolve the problems
- The outcome or the problem resolution

Question #2. Analysis of Business Processes

Information Systems Analysts typically analyze manual processes and develop automation recommendations. The following question will be used to evaluate your experience, training, and/or education analyzing manual processes and developing automation recommendations.

Please describe the type(s) of manual process(es) you have analyzed or studied. Please provide specific details in the following area:

- A description of the process(es)
- Your role and responsibilities in the analysis process (such as project manager, project or team leader, team member, user)
- The steps you took to analyze the manual process(es) and develop automation recommendation(s) **and/or** the content of the training you received as it relates to the analysis of business processes
- Your recommendation(s), if applicable
- The associated benefits and/or improvements related to your recommendation(s) **and/or** the benefits of automating a manual process

TRAINING AND EXPERIENCE QUESTIONNAIRE

ASSISTANT INFORMATION SYSTEMS ANALYST

Questions #3. Monitoring for Operational Integrity

An Information Systems Analysts monitors an information technology (IT) system for operational integrity and performance on a routine basis. The following question will be used to evaluate your experience, training, and/or education monitoring IT systems.

Please describe the type(s) of IT system(s) you have monitored. Please provide specific details in the following area:

- The type, size, complexity, and function of the system(s)
- Your role and responsibilities in the system monitoring process (such as project manager, project or team leader, team member, user)
- The activities you performed and the tools you used to monitor the system(s) **and/or** the system monitoring activities you have been trained to perform
- The benefits of having such ongoing monitoring

Question #4. Testing

An Information Systems Analyst performs hardware, software, or system testing. The following question will be used to evaluate your experience, training, and/or education performing testing activities.

Please describe your experience, training, and/or education performing hardware, software, or system testing and/or planning or directing hardware, software, or system testing. Please provide specific details in the following area:

- The type(s) of hardware, software, or system(s) tested (including information about the size, complexity, and function)
- Your role in the system testing process (such as project manager, project or team leader, team member, user)
- The steps you took to conduct the test(s)
- The steps you took to analyze the result(s)
- The type(s) of problem(s) or issue(s) you encountered with your testing activities
- Your recommendation(s) for handling exceptions
- The type of documentation you used and/or developed